

**Contact Representatives (SR/TSR/TST/OA) (GS-962-5/6/7)**  
**Legal Assistant (Senior Case Technician) (GS-986-5/6/7)**  
**Debtor Contact Representatives (GS-962-5/6)**

If you are using experience to qualify, you must have:

**For GS-5:** At least 52 weeks of full-time work experience equivalent to the GS-4 grade level in the Federal Service, performing all or most of the following tasks as stated below:

1. Applying laws, rules or regulations and written guidelines;
2. Communicate orally in order to provide information, assistance, or instructions to members of the general public or their representatives;
3. Perform administrative and clerical processes using a computer to reconcile discrepancies, associate documents with related files/records, etc.;
4. Write correspondence in response to inquiries and drafted a variety of other written products.

**For GS-6 :** At least 52 weeks of full-time work experience equivalent to the GS-5 grade level in the Federal Service, independently performing all or most of the following tasks:

1. Applying and interpreting laws, rules, regulations, and written guidelines;
2. Communicating orally with a large volume (daily or continuously) of people from different socioeconomic backgrounds in order to provide or elicit information;
3. Performing administrative and clerical processes using a computer to reconcile discrepancies; and
4. Writing correspondence in response to technical inquiries and drafting a variety of other written products.

**For GS-7:** At least 52 weeks of full-time work experience equivalent to the GS-6 grade level in the Federal Service, independently performing all or most of the following tasks:

1. Interpreting complex laws, regulations and written guidelines (e.g., Federal, State or County laws);
2. Communicating orally, with a large volume of people from different socioeconomic backgrounds in order to resolve problems and provide advice/guidance about program policies, benefits, etc.;
3. Performing administrative and clerical processes using a computer to reconcile discrepancies; and
4. Writing correspondence in response to complex inquiries for technical information and preparing a variety of other types of written work products.

**NOTE:** Part-time work is prorated in crediting experience (e.g., if you work 20 hours per week for a 12-month period), you will be credited with 6 months of experience.

**SUBSTITUTING EDUCATION:**

If you are qualifying for this position based on completed education at an accredited college or university, you **must** provide a copy of your official or unofficial college transcripts or other proof of education. **NOTE:** Education completed in a foreign institution **must** be certified as equivalent to coursework completed at a U.S. college or university. It is the applicant's responsibility to acquire U.S. Certification and provide it at the time of application. For a list of Credential Evaluation Services, log on to: <http://www.edupass.org/admissions/evaluation.phtml>

**For GS-5:** Successful completion of a full 4-year course of study in any field leading to a bachelor's degree. A bachelor's degree is fully qualifying for GS-5.

**For GS-6:** Successful completion of at least one half an academic year of graduate education in a field that is directly related to the position. Examples of a field directly related: a major in Family Studies, Social Work, Business Administration or Public Administration.

**For GS-7:** Successful completion of at least one academic year of graduate education in a field that is directly related to the position. Examples of a field directly related: a major in Family Studies, Social Work, Business Administration or Public Administration. One year of full-time graduate education is considered to be the number of credit hours that the

school you attended has determined to represent one year of study. If this information cannot be obtained from your school, we will consider 18 semester/27 quarter hours to be equal to one year of full-time study.

#### **COMBINING EDUCATION AND EXPERIENCE:**

Experience and education as described above may be combined to meet the minimum qualification requirements. Only education in excess of the first 60 semester hours or 90 quarter hours beyond the second year leading to a bachelor's degree is creditable toward meeting the specialized experience requirement. One full academic year of study (30 semester hours or 45 quarter hours) beyond the second year is equivalent to 6 months of specialized experience. Experience and education should be computed as percentages of the overall requirements and must equal to 100 percent when combined.

#### **SELECTIVE PLACEMENT FACTOR:**

**Meet and Deal Panel Interview (not required for Contact Representative (Office Automation - OA) and Senior Case Technician positions):** Applicants will be required to participate in a panel interview (after basic eligibility determination) to demonstrate an aptitude for meeting and dealing with the public. Applicants must pass this interview process in order to be found fully qualified for this position and receive further consideration for selection. This interview will cover typical situations, which might be encountered on the job, in person or over the telephone. Candidates must demonstrate qualities such as clarity of speech, ability to listen, ability to establish confidence and put others at ease and the ability to organize and express thoughts clearly. If you do not pass the Meet and Deal panel interview, you will not qualify for the job.

**TYPING PROFICIENCY (For Contact Representative (Office Automation - OA) position only):** Individuals who meet the experience requirements must be able to type 40 words per minute.

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### **Legal Administrative Specialist (Benefit Authorizer) (GS-901-5/7)** **Social Insurance Specialist (Claims Authorizer/Claims Representative) (GS-105-5/7)**

If you are using experience to qualify, you must have:

**For GS-5:** Three years of general experience that demonstrates the ability to: 1) analyze problems to identify significant factors, gather pertinent data, and recognize solutions; 2) plan and organize work; and 3) communicate effectively orally and in writing. Examples include experience with analyzing, explaining, applying or interpreting laws, rules, regulation or policies. Qualifying general experience includes: experience as a claims clerk, law clerk, contact representative, claims agent, claims adjuster, claims examiner, or voucher examiner answering correspondence on claims, processing records used in adjudicating or paying claims, collecting documentary evidence for claims or conveying the requirements that must be met for the receipt of benefit payments; or providing referral services to other programs or organizations.

**For GS-7:** 52 weeks of specialized experience that equipped the applicant with the knowledge, skills and abilities to perform successfully the duties of the position. Examples of specialized experience include assisting individuals in establishing their entitlement to receive benefits; or adjudicating, authorizing or reconsidering claims; representing programs before the general public and providing information through the media; or evaluating benefit program operations to assess the integrity and quality; or interpreting program requirements and formulating policies, procedures and guidelines.

**NOTE:** Part-time work is prorated in crediting experience (e.g., if you work 20 hours per week for a 12 month period, you will be credited with 6 months of experience).

#### **SUBSTITUTING EDUCATION:**

If you are qualifying for this position based on completed education at an accredited college or university, you must provide a copy of your official or unofficial college transcripts or other proof of education. **NOTE:** Education completed in a foreign institution must be certified as equivalent to course work completed at a U.S. college or university. It is the applicant's responsibility to acquire U.S. Certification and provide it at the time of application. For a list of Credential

Evaluation Services, log on to: <http://www.edupass.org/admissions/evaluation.phtml>

**For GS-5:** Successful completion of a full 4-year course of study in any field leading to a bachelor's degree. One year of study is defined as 30 semester hours or 45 quarter hours **OR** a bachelor's degree.

**For GS-7:** One full year of graduate level education in a related field. One year of full-time graduate study in a related field is defined as 18 semester hours or 27 quarter hours **OR** a Bachelor's degree **and** superior academic achievement in a related field. Superior academic achievement is based on:

- Graduated in the upper third of the graduating class in the college, university, or major subdivision; **OR**
- Graduated with a cumulative 3.0 GPA or higher out of 4.0 based on 4 years of education, or based on courses completed during the final 2 years of the curriculum. **OR**
- Graduated with a 3.5 GPA or higher based on the average of all the required courses completed in the major field or the required courses in the major field completed during the final 2 years of the curriculum; **OR**
- Election to membership in a national scholastic honor society that meets the minimum requirements of the Association of College Honor Societies (except for freshman honor societies).

If you are claiming one full year of related graduate course work, you **must** provide proof that you have successfully completed 18 semester hours or 27 quarter hours of full time graduate study. Examples of related graduate course work include Family Studies, Business Administration, Public Administration, and Social Work.

Verification of college course work is required. If you are using education to qualify, you **must** submit copies of college transcripts or college degree(s) with your application materials. If you are selected for the position, you **must** provide your official college transcripts prior to being appointed.

#### **COMBINING EDUCATION AND EXPERIENCE:**

Experience and education as described above may be combined to meet the minimum qualification requirements:

**For GS-5:** A combination of education leading to a bachelor's degree and general experience as described above.

**For GS-7:** A combination of graduate level education in a related field and the specialized experience as described above

Experience and education should be computed as percentages of the overall requirements and must equal to 100 percent when combined.

#### **SELECTIVE PLACEMENT FACTOR**

Meet and Deal Panel Interview: Applicants will be required to participate in a panel interview (after basic eligibility determination) to demonstrate an aptitude for meeting and dealing with the public. Applicants must pass this interview process in order to be found fully qualified for this position and receive further consideration for selection. This interview will cover typical situations, which might be encountered on the job, in person or over the telephone. Candidates must demonstrate qualities such as clarity of speech, ability to listen, ability to establish confidence and put others at ease and the ability to organize and express thoughts clearly. If you do not pass the Meet and Deal panel interview, you will not qualify for the job.

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### **Legal Assistant (Case Technician) (Office Automation) (GS-986-4/5/6)**

If you are using experience to qualify, you must have:

**For GS-4:** Candidates must show 52 weeks of general experience. General experience is progressively responsible clerical, office or other work that indicates the ability to acquire the particular knowledge and skills needed to perform the duties of the position. Here are some examples:

1. Following general office procedures or guidelines;
2. Communicating orally in order to provide information;
3. Operating a personal computer.

**For GS-5:** Candidates must show 52 weeks of specialized experience. Specialized experience is work experience in case or claims processing, assisting individuals in person or by phone, or providing technical or regulatory information, or similar experience. Here are some examples (performing all or most of the tasks listed below):

1. Applying rules or regulations, and written guidelines;
2. Communicating orally in order to provide information, assistance, or instructions to the general public;
3. Drafting correspondence in response to routine inquiries or requests for information;
4. Operating a personal computer and using automated software programs to draft letters and create reports.

**For GS-6:** Candidates must show 52 weeks of specialized experience. Specialized experience is work experience in case or claims processing, assisting individuals in person or by phone, or explaining technical or regulatory information, or similar experience. Here are some examples (independently performing all or most of the tasks listed below):

1. Researching and applying rules or regulations, and written guidelines;
2. Communicating orally with a large volume of people from different socioeconomic backgrounds in order to provide or elicit information;
3. Writing correspondence in response to technical inquiries and drafting a variety of other written products;
4. Operating a personal computer and using automated software programs to draft letters and create reports and spreadsheets.

**NOTE:** Part-time work is prorated in crediting experience (e.g., if you work 20 hours per week for a 12-month period), you will be credited with 6 months of experience.

#### **SUBSTITUTING EDUCATION:**

If you are qualifying for this position based on completed education at an accredited college or university, you **must** provide a copy of your official or unofficial college transcripts or other proof of education. **NOTE:** Education completed in a foreign institution **must** be certified as equivalent to coursework completed at a U.S. college or university. It is the applicant's responsibility to acquire U.S. Certification and provide it at the time of application. For a list of Credential Evaluation Services, log on to: <http://www.edupass.org/admissions/evaluation.phtml>

**For GS-4:** Two years of successfully completed education above the high school level in any field for which high school graduation or the equivalent is a prerequisite may be substituted for the 52 weeks of general experience required for the GS-4 grade level.

**For GS-5:** Successful completion of a full 4-year course of study in any field leading to a bachelor's degree. A bachelor's degree is fully qualifying for GS-5.

**For GS-6:** Not Applicable.

#### **COMBINING EDUCATION AND EXPERIENCE:**

Experience and education as described above may be combined to meet the minimum qualification requirements.

**For GS-4:** Education beyond high school is creditable toward meeting the general experience requirement. One full academic year of study (30 semester hours or 45 quarter hours) is equivalent to 6 months of general experience.

**For GS-5:** Only education in excess of the first 60 semester hours or 90 quarter hours beyond the second year leading to a bachelor's degree is creditable toward meeting the specialized experience requirement. One full academic year of study (30 semester hours or 45 quarter hours) beyond the second year is equivalent to 6 months of specialized experience.

**For GS-6:** Not Applicable.

Experience and education should be computed as percentages of the overall requirements and must equal to 100 percent when combined.

**SELECTIVE PLACEMENT FACTOR:**

**TYPING PROFICIENCY:** Individuals who meet the experience requirements must be able to type 40 words per minute.